APPLICATION BY CHAPTER 7 TRUSTEE TO EMPLOY ADMINISTRATIVE AGENT

TO THE HONORABLE SCOTT C. CLARKSON, UNITED STATES BANKRUPTCY COURT
 JUDGE, THE OFFICE OF THE UNITED STATES TRUSTEE AND ALL INTERESTED
 PARTIES:

Richard A. Marshack, in his capacity as Chapter 11 Trustee ("Trustee") for the bankruptcy estate ("Estate") of The Litigation Practice Group P.C. ("Debtor"), respectfully submits this application ("Application"), pursuant to 28 U.S.C. § 156(c), 11 U.S.C. §§ 105(a) and 327(a), and Rules 2014 and 2016 of the Federal Rules of Bankruptcy Procedure ("FRBP"), and Rule 2014-1 of the Local Bankruptcy Rules of the United States Bankruptcy Court for the Central District of California ("LBR"), for entry of an order, authorizing Trustee to retain and employ Omni Agent Solutions ("Omni") as the claims and noticing agent ("Claims and Noticing Agent") for Trustee, effective as of November 10, 2023 (the "Effective Date"), to, among other things, (i) distribute required notices to parties in interest, (ii) receive, maintain, docket and otherwise administer the proofs of claim filed in the Debtor's chapter 11 case, and (iii) provide such other administrative services – as required by the Trustee and/or the Official Committee of Unsecured Creditors ("Committee") – that would fall within the purview of services to be provided by the Clerk's office. In further support of this Application, Trustee respectfully state as follows:

1. Statement of Facts

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Debtor was a law firm that provided consumer debt resolution services servicing more than 50,000 customers across the United States, with annual revenues estimated to total \$150,000,000 in 2022.

On March 20, 2023, Debtor filed a voluntary petition under Chapter 11 of Title 11 of the United States Code, initiating bankruptcy Case No. 8:23-bk-10571-SC in the United States Bankruptcy Court for the Central District of California, Santa Ana Division ("Bankruptcy Case").

On March 30, 2023, as Dk. No. 21, the United States Trustee filed a motion to dismiss or convert the case under 11 U.S.C. § 1112(b) for failure to comply with the U.S. Trustee guidelines and requirements for a chapter 11 case. No opposition to the motion was filed.

On May 3, 2023, a hearing was held on the motion to dismiss or convert. At the hearing, the Court directed the U.S. Trustee to appointment a Chapter 11 Trustee in this case. Richard A.

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Marshack was appointed as the Chapter 11 trustee of the Debtor's estate.

On August 4, 2023, Trustee closed a sale of substantial assets. Between the sales proceeds and other projected recoveries, Trustee anticipates having funds from which distributions to creditors can be made.

To date, there have been over 1,600 proofs of claim filed and there is not yet a claims bar deadline. Trustee believes employment of a claims and noticing agent is thus in the best interests of the estate and will reduce administrative costs.

2. **Basis for Relief Requested**

11 U.S.C. § 327(a) provides, in relevant part, that a Trustee, "with the court's approval, may employ . . . professional persons, that do not hold or represent an interest adverse to the estate, and that are disinterested persons, to represent or assist" the debtor in fulfilling its duties under the Bankruptcy Code. 11 U.S.C. § 327(a). Moreover, Rule 2014(a) of the Federal Rules of Bankruptcy Procedure ("FRBP") requires, in relevant part, that an application for retention include:

> [S]pecific facts showing the necessity for the employment, the name of the [firm] to be employed, the reasons for the selection, the professional services to be rendered, any proposed arrangement for compensation, and, to the best of the applicant's knowledge, all of the [firm]'s connections with the debtor, creditors, any other party in interest, their respective attorneys and accountants, the United States trustee, or any person employed in the office of the United States trustee.

Fed. R. Bankr. P. 2014.

Further, FRBP 2002 governs the notices that must be provided to creditors and other parties in interest in bankruptcy cases. Indeed, the Rule authorizes the Court to direct that some person other than the Clerk of the Court give notice of the matters arising in a debtor's bankruptcy case. 28 U.S.C. § 156(c), which governs the staffing and expenses of bankruptcy courts, states:

> Any court may utilize facilities or services, either on or off the court's premises, which pertain to the provision of notices, dockets, calendars, and other administrative information to parties in cases filed

under the provisions of title 11, United States Code, where the costs of such facilities or services are . . . are not charged to the United States. The utilization of such facilities or services shall be subject to such conditions and limitations as the pertinent circuit council may prescribe.

28 U.S.C. § 156(c).

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Given the size of the Debtor's creditor body, it would be impracticable and inefficient for Trustee, the Committee, and the Court to undertake the task of sending notices to the creditors and other parties in interest. Moreover, appointing Omni to maintain a claims register and process claims and ballots will greatly decrease the costs and burdens of administering the Debtor's case and will 10 | improve the accuracy and efficiency of the noticing, claims allowance, and solicitation processes. In light of the foregoing, Trustee concluded that a claims and noticing agent was necessary to assist Trustee in the administration of the Bankruptcy Case. Trustee considered proposals from other noticing agents and believes that Omni is best suited to provide the necessary services. Thus, by this Application, Trustee requests entry of an order, authorizing him to retain and employ Omni as the Administrative Agent in the Bankruptcy Case. As set forth below, all requirements of FRBP 2014 are satisfied.

Omni's Qualifications¹ 3.

Omni is one of the country's leading chapter 11 administrators, with significant expertise in noticing, claims administration, soliciting, balloting, and facilitating other administrative aspects of chapter 11 cases. Omni has substantial experience in matters of this size and complexity. Omni has acted as an administrative agent and/or official claims and noticing agent in numerous recent chapter 11 cases filed in this district and other districts nationwide. Omni's cases include: In re The Roman Catholic Archbishop of San Francisco, Case No. 23-30564 (Bankr. N.D. Cal 2013); In re Shift Technologies, Inc., Case No. 23-30687 (Bankr. N.D. Cal. 2023) San Benito Health Care district dba Hazel Hawkins Memorial Hospital, Case No. 23-50544 (Bankr. N.D. Cal. 2023; In re Zetta Jet USA, Inc. and Zetta Jet PTE, Ltd., Case Nos. 2:17-bk-21386 (SK) and 2:17-bk-21387(SK) (Bankr. C.D.

¹ See, Declaration of Brian Osborne ("Osborne Dec."), ¶1-3.

Cal. 2017); In re Fairway Grp. Holdings Corp., Case No. 20-10161 (JLG) (Bankr. S.D.N.Y. Mar. 3, 2020); In re Juno, USA, LP, Case No. 19-12484 (MFW) (Bankr. D. Del. Dec. 17, 2019); In re PES 3 | Holdings, LLC, Case No. 19-11626 (KG) (Bankr. D. Del. Aug. 20, 2019); In re GUE Liquidation Cos. (f/k/a FTD Cos.), Case No. 19-11240 (LSS) (Bankr. D. Del. July 1, 2019); In re Hexion Holdings LLC, Case No. 19-10684 (KG) (Bankr. D. Del. May 1, 2019); In re Brookstone Holdings Corp., Case No. 18-11780 (BLS) (Bankr. D. Del. Aug. 24, 2018); In re Ensequence, Inc., Case No. 18-10182 (KG) (Bankr. D. Del. Feb. 21, 2018); In re Charming Charlie Holdings Inc., Case No. 17-12906 (CSS) (Bankr. D. Del. Dec. 13, 2017); In re Answers Holdings, Inc., Case No. 17-10496 (SMB) (Bankr. S.D.N.Y. Mar. 10, 2017); In re Nasty Gal Inc, Case No. 2:16-bk-24862 (BB) ([LIST 10 COURT] 2016). 11 Trustee selected Omni to perform the Administrative Services (as defined below) because of Omni's experience, reputation, and the competitiveness of its fees. Trustee submits that using Omni to provide the Administrative Services has provided and will continue to provide the most costeffective and efficient administration of these cases. Accordingly, Trustee believes that Omni is qualified to provide the Administrative Services and that Omni's retention in such capacity is in the 16 best interests of the Debtor's estate, its creditors and other parties in interest. In sum, Trustee seeks entry of an order authorizing Omni to function as claims, noticing and balloting agent to, among 17 other things: (i) serve as the Court's noticing agent to mail notices to the Debtor's creditors and 19 parties in interest, (ii) provide computerized claims, objection and balloting database services, (iii) 20 provide expertise, consultation and assistance in claim and ballot processing and with other 21 administrative information with respect to the Bankruptcy Case, (iv) receive, maintain, docket and 22 otherwise administer the proofs of claim filed in the Bankruptcy Case, and (v) provide such other administrative services – as required by the Trustee and/or the Committee that would fall within the purview of services to be provided by the Clerk's office: (24 25 4. Scope of Services 26

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28 case by docketing all proofs of claim and proofs of interest in a claims database that includes the

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following information for each such claim or interest asserted:

- The name and address of the claimant or interest holder and any agent thereof, a. if the proof of claim or proof of interest was filed by an agent, and the entity against which such claim was filed;
- b. The date that the proof of claim or proof of interest was received by Omni and/or the Court;
- The claim number assigned to the proof of claim or proof of interest; and c.
- The asserted amount and classification of the claim. d.
- 9. Implement necessary security measures to ensure the completeness and integrity of 10 the claims register as approved by the Clerk of the Court;
- 10. Periodically audit the claims information to assure the Clerk's Office that the claims 12 | information is being appropriately and accurately recorded in the official claims register;
- 11. Allow the Clerk's Office to independently audit the claims information during regular 14 | business hours:
- 12. Furnish a notice to all potential creditors of the last date for the filing of proofs of 16 claim and a form for the filing of a proof of claim, after such notice and form are approved by the Court, and notify said potential creditors of the existence, amount, and classification of their 18 respective claims as set forth in the list of creditors, which may be effected by inclusion of such information (or the lack thereof, in cases where the list of creditors indicate no debt due to the subject party) on a customized proof of claim form provided to potential creditors;
 - 13. Transmit to the Clerk's Office a copy of the claims register on a weekly basis or at such other times as the Clerk's Office may direct;
 - 14. Relocate, by messenger or overnight delivery, all of the court-filed proofs of claim to the offices of Omni, not less than weekly;
 - 15. Maintain an up-to-date mailing list for all entities that have filed proofs of claim or proofs of interest and make such list available upon request to the Clerk's Office or any party in interest;

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- Provide the public and the Clerk's Office access to copies of the proofs of claim or proofs of interest filed in this chapter 11 case without charge on a case-specific website maintained by Omni;
- 17. Allow the Clerk's Office to inspect Omni's premises at any time during regular business hours;
- 18. Record all transfers of claims pursuant to Bankruptcy Rule 3001(e) and provide notice of such transfers as required by Bankruptcy Rule 3001(e);
- 19. Assist in the dissemination of information to the public and respond to requests for administrative information regarding this Bankruptcy Case, as directed by Trustee, the Committee or the Court, including through the use of a case website, voicemail system, and/or call center;
- 20. If the case is dismissed, contact the Clerk's Office within three (3) days of the notice to Omni of entry of the order dismissing the case;
- Within seven (7) days of notice to Omni of the entry of an order closing this 21. Bankruptcy Case, provide to the Court the final version of the Claims Registers as of the date immediately before the close of the case;
- 22. At the close of this Bankruptcy Case, box and transport all original documents, in proper format, as provided by the Clerk's office, to any location requested by the Clerk's office;
- 23. Comply with applicable federal, state, municipal and local statutes, ordinances, rules, regulations, orders and other requirements;
- 24. Promptly comply with such further conditions and requirements as the Clerk's Office or the Court may at any time prescribe; and
- 25. Provide such other claims processing, noticing, and related administrative services as may be requested from time to time by Trustee, which may include the creation of centralize website for creditors.

In addition to the foregoing, in accordance with the Proposal and to the extent requested by Trustee, Omni shall assist Trustee with, among other things, (a) data collection and processing required for, among other things the reconciliation and resolution of claims; (b) the development and 28 maintenance of the Debtor's Master Mailing Matrix, and (c) the preparation, mailing and tabulation of

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Notwithstanding the relief requested herein and the services proposed to be provided by Omni, except for Trustee, any party submitting a particular pleading or other document with the Court shall be responsible for all noticing and service functions relevant to the particular matters as may be required under applicable rules and shall file with the Clerk's Office a declaration of service regarding such noticing and service. In addition, except for Trustee's attorneys, the attorney submitting a proposed order or judgment shall serve copies upon all parties entitled to receive notice of entry of the order or judgment as soon as practicable and shall be responsible for photocopying the conformed copies in order to relieve the Clerk's Office of the large burden of photocopying these orders.

Notwithstanding the foregoing, Omni may, with Trustee's consent, provide services to any official committee, such as mailing or web site creation/maintenance.

To summarize, Trustee proposes that Omni provide certain bankruptcy professional services that fall into the following general categories:

- (a) assisting with, among other things, solicitation, balloting, tabulation, and calculation of votes, if necessary, as well as preparing any appropriate reports, as required in furtherance of confirmation of any chapter 11 plan;
- (b) generating an official ballot certification and testifying, if necessary, in support of the ballot tabulation results for any chapter 11 plan(s) in these cases;
- (c) managing any distributions pursuant to any confirmed chapter 11 plan in these chapter 11 cases; and
- (d) providing such other claims processing, noticing, solicitation, balloting, and administrative services described in the Proposal, but not included in this Application, as may be requested from time to time by Trustee, the Court, or the Office of the Clerk of the Court.

See, Declaration of Richard A. Marshack ("Marshack Dec."), ¶6.

5. Professional Compensation

Subject to the Court's approval, Trustee proposes to compensate Omni for the Administrative Services set forth above in accordance the rate structure attached to this Application as **Exhibit 1**

("Proposal"). See Declaration of Brian Osborne ("Osborne Dec."). Trustee respectfully submits that

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Omni's rates are competitive and comparable to the rates that Omni's competitors charge for similar

services. Id., Ex. 1, pp. 2, 14-16. Furthermore, Trustee believes that Omni's rates are reasonable

given the quality of Omni's services and its prior bankruptcy expertise. In connection with providing

the Administrative Services, Omni will seek reimbursement from the Estate for reasonable expenses in accordance with the terms of the Proposal. Importantly, Trustee has negotiated a 10% discount on

the standard hourly rates. *Id.*., Ex. 1, p. 2.

Notwithstanding anything to the contrary in this Application, Omni will apply for compensation and reimbursement of expenses incurred in connection with the services it provides pursuant to this Application as the Claims and Noticing Agent in this case, subject to Court approval and in accordance with the procedures set forth in 11 U.S.C. §§ 330 and 331, applicable Bankruptcy Rules, applicable LBRs, any guidelines ("U.S. Trustee Guidelines") established by the U.S. Trustee, and further orders of this Court.

Omni's Disinterestedness² 6.

Omni has represented to Trustee that, to the best of its knowledge, and except as set forth in 16 the Osborne Declaration, neither Omni nor any of its professional personnel have any relationship with the Debtors that would impair Omni's ability to serve as the Claims and Noticing Agent. To the extent that Omni or its personnel have, or may have had, relationships with certain of the Debtor's creditors, as described in the Osborne Declaration, Omni has represented to Trustee that those matters are completely unrelated to this chapter 11 case.

Moreover, in connection with its retention as the Claims and Noticing Agent, Omni represents in the Osborne Declaration, among other things, that Omni is a "disinterested person" as that term is defined in 11 U.S.C. § 101(14), in that Omni and its professional personnel:

- are not creditors, equity security holders, or insiders of the Debtor; (a)
- are not, and were not, within two years before the date of the filing of these (b) chapter 11 cases, directors, officers, or employees of the Debtor;

² See Osborne Dec., ¶¶3-10.

Declaration of Brian Osborne

I, BRIAN OSBORNE, say and declare as follows:

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- I am the President and Chief Executive Officer of Omni Agent Solutions ("Omni"), a chapter 11 administrative services firm, with offices located at 1120 Avenue of the Americas, 4th Floor, New York, New York 10036 and 5955 De Soto Avenue, Woodland Hills, CA 91367.³ Except as otherwise noted, I have personal knowledge of the matters set forth herein and, if called and sworn as a witness, I could and would testify competently thereto.⁴
- 2. Omni is one of the country's leading chapter 11 administrators, with significant experience in noticing, claims administration, solicitation, balloting, and facilitating other administrative aspects of chapter 11 cases. Omni has substantial experience in matters of this size and complexity. Omni has acted as an administrative agent and/or official claims and noticing agent in numerous chapter 11 cases pending in this district and other districts nationwide. Omni's cases 13 linclude: In re Fairway Grp. Holdings Corp., Case No. 20-10161 (JLG) (Bankr. S.D.N.Y. Mar. 3, 14 (2020); In re Juno, USA, LP, Case No. 19-12484 (MFW) (Bankr. D. Del. Dec. 17, 2019); In re PES 15 | Holdings, LLC, Case No. 19-11626 (KG) (Bankr. D. Del. Aug. 20, 2019); In re GUE Liquidation 16 Cos. (f/k/a FTD Cos.), Case No. 19-11240 (LSS) (Bankr. D. Del. July 1, 2019); In re Hexion 17 Holdings LLC, Case No. 19-10684 (KG) (Bankr. D. Del. May 1, 2019); In re Brookstone Holdings 18 Corp., Case No. 18-11780 (BLS) (Bankr. D. Del. Aug. 24, 2018); In re Ensequence, Inc., Case No. 18-10182 (KG) (Bankr. D. Del. Feb. 21, 2018); In re Charming Charlie Holdings Inc., Case No. 17-12906 (CSS) (Bankr. D. Del. Dec. 13, 2017); In re Answers Holdings, Inc., Case No. 17-10496 (SMB) (Bankr. S.D.N.Y. Mar. 10, 2017); In re Zetta Jet USA, Inc. and Zetta Jet PTE, Ltd., Case Nos. 2:17-bk-21386 (SK) and 2:17-bk-21387(SK)(2017); In re Nasty Gal Inc, Case No. 2:16-bk-24862 (BB) (2016). Accordingly, I believe that Omni is qualified to act the Administrative Agent in this chapter 11 case.

³ All capitalized terms used but not otherwise defined herein shall have the meanings ascribed to such terms 27 in the Application.

Certain of the disclosures herein relate to matters within the knowledge of other professionals at Omni and are based on information provided by them.

- 3. Omni is a "disinterested person" as that term is defined in section 101(14) of the Bankruptcy Code, in that Omni and its professional personnel:
 - (a) are not creditors, equity security holders, or insiders of the Debtor;
 - (b) are not, and were not, within two years before the date of the filing of these chapter 11 cases, directors, officers, or employees of the Debtor; and
 - (c) do not have an interest materially adverse to the interests of the Debtor's estate or any class of creditors or equity security holders, by reason of any direct or indirect relationship to, connection with, or interest in, the Debtor.
- 4. If Omni's proposed retention is approved by the Court, Omni will not accept any engagement or perform any service for any entity or person related to these cases, other than the Debtor, without the prior approval of the Court. Omni may, however, provide professional services to entities or persons that may be creditors or parties in interest in these cases, which services do not relate to, or have any direct connection with, this case or the Debtor.
 - 5. Omni represents that:
 - (a) it will not consider itself employed by the United States government and shall not seek any compensation from the United States government in its capacity as the Administrative Agent;
 - (b) by accepting employment in these chapter 11 cases, Omni waives any right to receive compensation from the United States government in its capacity as the Administrative Agent;
 - (c) in its capacity as the Administrative Agent, Omni will not be an agent of the United States and will not act on behalf of the United States; and
 - (d) Omni will not employ any past or present employees of the Debtor in connection with its work as the Administrative Agent in these chapter 11 cases.
- 6. In connection with the preparation of the Application, I caused to be submitted for review by Omni's conflicts system the names of all known potential parties in interest in these chapter 11 cases. The results of the conflict check were compiled and reviewed by employees of

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- Omni, under my supervision. At this time, Omni is not aware of any relationship that would present a disqualifying conflict of interest. Should Omni discover any new relevant factors or relationships bearing on the matters described herein during the period of its retention, Omni will use reasonable best efforts to promptly file a supplemental declaration.
- 7. To the best of my knowledge, upon reasonable inquiry, neither I nor any professional of the Omni team that is providing services to the Debtor, is a creditor of the Debtor.
- 8. To the best of my knowledge, neither Omni nor any of its personnel have any relationship with the Debtor that would impair Omni's ability to serve as the Claims and Noticing Agent. Omni has, and will continue to represent clients in matters unrelated to these cases. In addition, Omni has had, and will continue to have, relationships in the ordinary course of its business with certain vendors, professionals, and other parties in interest that may be involved in the Debtor's chapter 11 case in matters unrelated to this case.
- 9. Omni and its personnel in their individual capacities regularly utilize the services of law firms, accounting firms, and financial advisors. Such firms engaged by Omni or its personnel may appear in this chapter 11 case representing the Estate, Debtor or other parties-in-interest. All engagements where such firms represent Omni or its personnel in their individual capacities are unrelated to this chapter 11 case. Accordingly, to the best of my knowledge, Omni and each of its employees are "disinterested persons," as that term is defined in 11 U.S.C. § 101(14), and neither Omni nor any of its employees hold or represent an interest adverse to the Debtor's estate on any matter for which Omni will be employed.
- 10. If any new facts or relationships are discovered, Omni will supplement its disclosure to the Court.
- 11. Subject to the Court's approval, the Estate has agreed to compensate Omni for professional services rendered pursuant to 28 U.S.C. § 156(c) and 11 U.S.C. § 327(a) in connection with this Bankruptcy Case according to the terms and conditions of the Proposal. As referenced in the Application and attached Proposal, Trustee and Omni have agreed to a pricing schedule and a 10% discount on its standard hourly rates. A true and correct copy of the Proposal is attached as 28 **Exhibit 1.** Payments are to be based upon the submission of Omni's relevant applications in

1	accordance with the U.S. Trustee Guidelines.
2	12. The services provided by Omni will be administrative in nature, and Omni will not
3	provide services in the nature of legal representation and/or advice to Trustee.
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5	I declare under penalty of perjury under the laws of the United States that the foregoing is
6	true and correct. Executed on November 22, 2023.
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8	BRIAN OSBORNE President and Chief Executive Officer
9	OMNI AGENT SOLUTIONS
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Declaration of Richard A. Marshack

- 2 I, RICHARD A. MARSHACK, say and declare as follows:
 - 1. I am an individual over 18 years of age and competent to make this Declaration.
 - 2. If called upon to do so, I could and would competently testify as to the facts set forth in this Declaration.
 - 3. I am the duly appointed Chapter 11 Trustee ("Trustee") of the Bankruptcy Estate ("Estate") of The Litigation Practice Group P.C. ("Debtor").
 - 4. The facts set forth below are true of my personal knowledge.
- 5. I make this Declaration in support of my Application by Chapter 11 Trustee to 10 Employ Omni Agent Solutions ("Omni") as the Estate's Claims and Noticing Agent ("Application").
 - 6. Pursuant to the Proposal attached to the Declaration of Brian Osborne, I propose that Omni provide certain bankruptcy professional services that may be outside the scope of 28 U.S.C. § 156(c) ("Administrative Services"), including, without limitation, the following:
 - a. assisting with, among other things, solicitation, balloting, tabulation, and calculation of votes, if necessary, as well as preparing any appropriate reports, as required in furtherance of confirmation of any chapter 11 plan;
 - b. generating an official ballot certification and testifying, if necessary, in support of the ballot tabulation results for any chapter 11 plan(s) in these cases;
 - c. managing any distributions pursuant to any confirmed chapter 11 plan in these chapter 11 cases; and
 - d. providing such other claims processing, noticing, solicitation, balloting, and administrative services described in the Proposal, but not included in the Application, as may be requested from time to time by me, my agents, the Court, or the Office of the Clerk of the Court.
 - 7. I solicited proposals from other claims and noticing agents, including but not limited to KCC. After consideration, I have selected and believe that Omni is well-qualified to serve as Claims and Noticing Agent as set forth in the Application. To that end, I have negotiated a 10% discount on its standard hourly rates.

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I believe that it is in the best interest of the Estate and that there is good cause to 8. employ the Omni as my Claims and Noticing Agent given that there will likely be thousands of claims filed against the Estate. I declare under penalty of perjury under the laws of the United States that the foregoing is true and correct. Executed on November **22**, 2023.

Case 8:23-bk-10571-SC Doc 726 Filed 11/27/23 Entered 11/27/23 16:46:43 Desc Main Document Page 18 of 37



EXHIBIT 1, PAGE18

Executive Summary



Thank you for the opportunity to provide this proposal. We are confident you will find that our complex case expertise, confidentiality protocols, case professionals, secure technology, strategic communication offerings, cost effective rates, and other relevant administrative agent experience, make us exceptionally qualified to assist your company.

It is our understanding that you have been appointed as the chapter 11 trustee (the "Trustee") in the case of Litigation Practice Group P.C. (the "Debtor"), currently pending in the U.S. Bankruptcy Court for the Central District of California, Santa Ana Division. We further understand that the Debtor, a law firm specializing in debt relief, bankruptcy, and litigation matters, has over 13,000 clients and \$148 million in total debt, \$141 million of which is unsecured. Finally, we understand that in your role as the Trustee, you will conduct a thorough examination of the Debtor's books and records to ultimately determine the best course of action to maximize the return to the Debtor's chapter 11 estate.

This proposal provides a brief overview of:

- Who we are
- → What Makes Us Different
- → Team Leadership
- → Case Administration Services
- → State of the Art Technology
 → Relevant Case Expertise
- → 2023 Fee Structure

For the purposes of this proposal, Omni will provide the Trustee with a ten (10%) percent discount on its standard hourly rates. There should never be a need to sacrifice your choice of claims agent because of pricing. We are available at anytime to answer questions or provide additional information.

Thank you again for the opportunity.

 Brian Osborne
 Paul Deutch
 Alison Miller

 President and CEO
 Executive Vice President
 Senior Vice President

Who We Are



Omni Agent Solutions is an essential partner for your legal administration.

We are a forward-thinking information management company focused on providing professional administrative services and technology solutions to simplify complex bankruptcy case administration. Designed with the restructuring professional in mind, our new platform is modern, mobile and intuitively user friendly, and provides a complete set of administrative tools for all other court-appointed restructuring professionals.

The future of our industry is in the flexibility of our technology and the customization of information management. Our new state of the art system is built to manage data from inception to distribution with seamless flexibility and integration with our clients, their professionals and the public. Importantly, our platform has been meticulously curated by our experienced team of professionals who have decades of experience in the administrative, legal, advisory and executive management sectors. While technology is paramount, there is no substitution for the institutional knowledge of the professionals who run our cases, create oneoff solutions, solve last minute problems, and interact with clients.



PROFESSIONAL ADMINISTRATION

- → Experienced management team
- → Cost effective, pro-active mind set
- → Knowledgeable points of contact
- → Automated, streamlined process
- Seamless integration with professionals



CUTTING EDGE TECHNOLOGY

- → Latest state of the art platform
- → Automated process from data to
- Integrates with restructuring professionals
- → Daily Data Dashboards
- Complete mobile friendly access



EXPERIENCE

- → 50 years in business
- → 2,500+ projects
- → Securities service experts
- → Diverse team of professionals
- → Highest standard of quality

There is a difference in claims and noticing agents. We prove it every day.

What Makes Us Different







Marc Beilinson

After 40 years in the legal industry, I realized there was a need for a top-quality case administration company with a unique approach to its technology, people and process. So, we built Omni with our restructuring professional clients in mind.

First class service, intuitive and innovative technology and a collaborative strategic process to work hand in hand with our clients and their professionals.

Our business philosophy is integrity, quality and value.







Brian Osborne PRESIDENT & CEO

Brian is a leading case administrator in complex corporate restructurings. His mailroom to boardroom experience, coupled with his hands-on management style, provides clients with comprehensive strategic planning and oversight to maximize their results and seamlessly integrate the administrative process with their professionals. His experience drives the company to innovate technology, assemble top tier professionals and provide a cost-effective administrative process to deliver consistently successful results for Omni's clients.

Katie directs the day-to-day management of the firm's business functions, and provides oversight to our case management, noticing and claims teams. Katie strives to optimize our organizational processes and procedures to better serve our clients. Katie works closely with clients and their other restructuring professionals, providing a knowledgeable point of contact, customized strategic workstreams, unlimited administrative resources, technical solutions for high-volume data projects and cost-effective planning solutions.



Katie Nownes
CHIEF OPERATING OFFICER



Paul Deutch EXECUTIVE VICE PRESIDENT

Paul has managed Omni's New York City office since 2009. Paul creates and implements the business development strategy for the company's corporate-restructuring services, working closely with clients to ensure that they receive high-quality services tailored to their unique needs. Paul earned his J.D. from St. John's University School of Law. Following his clerkship with the Honorable Conrad B. Duberstein, embarked on a fourteen-year legal career, representing debtors, creditors, purchasers and lenders in all aspects of reorganizations and liquidations.

Alison focuses on sourcing new opportunities, developing and directing strategic initiatives aimed at growing the firm's market share, and supporting our relationships within the bankruptcy, restructuring and investing communities. Alison also assists with solicitation and oversees the company's strategic communications services. Alison began her career in the restructuring group in the New York office of Kirkland & Ellis, where she represented financially distressed companies in all aspects of corporate restructuring.



Alison Miller SENIOR VICE PRESIDENT





Jeriad Paul VP, SECURITIES & SOLICITATION

Kim Steverson

VP, CORPORATE RESTRUCTURING SERVICES

Jeriad has 20+ years of leadership experience in financial services, including Capital Group/American Funds (portfolio control, securities oversight and investment operations), Charles Schwab (trading and transfer of assets for Schwab's retirement business services division), AST Capital Trust (trust operations, trading, asset master and event services) and Fiserv Investment Support Services (advisor services). At Omni, he assists clients with complex noticing and balloting, plan solicitations, out-of-court restructurings, domestic and international notice dissemination programs, complex allocation methodologies, corporate events and related distributions.

Kim is responsible for oversight of Omni's Case Management, Noticing and Call Center Teams. Kim provides senior consulting services to clients, including filing preparation and contingency planning, strategic case management planning and administration, specialized data management and related technology services, preparation of Schedules and SOFAs, plan solicitation and other high-level project management assistance. Kim began her career in the restructuring group of Pachulski Stang Ziehl & Jones and then Porter Hedges LLP, where she was a senior paralegal for a combined 36 years.

Sejal oversees the schedules and statements and claims teams. She brings to that role 15+ years of turnaround and insolvency experience, with expertise advising mid- to large cap companies across diverse industries. She began her career building cash flow models, profitability analyses and other operational reports, then transitioned to bankruptcy and post-confirmation trust services, helping clients comply with courtmandated reporting and analysis. and development.



Sejal Kelly
VP. ADMINISTRATIVE SERVICES

A 20+ year veteran of the IT services industry, Angela is a leading expert in platform development, risk mitigation, business continuity, incident management planning, disaster recovery, integration, and compliance. Angela leads our IT Team, spearheading development in digital transformation, information security and technical compliance, while creating and managing custom technology solutions that provide our clients with intuitive efficiencies and successful results. Prior to Omni, Angela has helped multiple Fortune 500 companies develop and manage complex technology platforms with web hosting, multi-application service offerings, cloud management and security compliance.



Angela Nownes





Luis Solorzano
DIRECTOR OF PROFESSIONAL SERVICES

Luis is responsible for managing Omni's professional services team, which oversees all operational departments and performs quality control processes on all client services. Luis and his team work hand-in-hand with the Claims, Noticing, Case Administration and Data Management departments to develop and implement best practices and verify all delivered services meet Omni's quality standards, client timeframes and statutory requirements. A graduate of UCLA, Luis obtained his J.D. from Whittier Law School.

Carolyn is the team leader of the Claims and Balloting Group. Carolyn provides high level case administration services with a primary focus on leading the Omni claims and balloting team in all aspects of the claims process including objections, transfers, inquiries, as well as the balloting tabulation and election process. Prior to joining Omni in 2016, Carolyn was the operations manager for a Fortune 500 company and worked in the insurance industry for 16 years.



Carolyn Cashman SENIOR CONSULTANT, CLAIMS MANAGER



Darleen Sahagun SENIOR CONSULTANT, NOTICING MANAGER

Darleen leads our noticing and production group. She has managed numerous complex noticing engagements, including BSA, USAG, J Crew, KServicing and FTD. Darleen coordinates our service and operations group to provide services related to first day motions/orders, expedited mailing procedures, high volume mailings, financial distribution mailings, ECF Filing of Affidavits of Service, and Publication Affidavits.

Brittney provides senior-level services to clients, including first day filing preparation, contingency planning, strategic case management planning and administration, specialized data management and related technology services, schedules and SOFA preparation, plan solicitation, and other high-level project management assistance. Prior to working at Omni, Brittney was a legal secretary, but her background is in healthcare. She has led several complex chapter 11 cases, including OneWeb, Senior Care and Papyrus, among others



Brittney Whitaker SENIOR CONSULTANT, CASE MANAGER

Case Administration Services







DAILY NOTICING, **COMMUNICATIONS** AND SERVICE LIST **CURATION SERVICES**

- Custom client database
- eClaims and eBalloting online submission
- 800 call center services
- Case informational website
- Prepetition solicitation related to prepackaged
- Compile mailing matrix
- Preparation of 20 (or 30, 40, etc.) largest unsecured creditors list
- ${\bf Equity\ identification\ preparation\ for\ DTCC,}$ Broadridge, et al.
- First day excel service list workbook
- Logistical prep for email, facsimile, text, and overnight services
- Virtual data room set up (schedules, M&A, asset sale, Ponzi case)
- Document/contract review (Matrix, 363, Schedules, Cure Amounts)

- Live informational case website and toll-free number
- Add real-time case info and first day document filings to website
- First and second-day motion notice services
- Distribute daily docket, claim and ballot
- Distribute weekly case dashboards
- Serve Notice of 341(a) Meeting of Creditors on all creditors
- 800 services with daily call log/inquiry updates and communication with interested
- Daily real-time website updates
- Integration of company communications strategy, FAQ's and company messaging added to BK website
- Daily docket, noticing, claims and balloting
- Ongoing service of notices and motions to interested parties – first class mail, overnight, email, fax, text, telephonic and messenger.
- Daily claims processing
- Daily address updates/return mail services
- Open communications with DTCC, Broadridge, et al., re: service of notices (i.e., notice of commencement of chapter 11 case, etc.) to securities holders

Case Administration Services





SCHEDULES/STATEMENTS OF FINANCIAL AFFAIRS



BAR DATE AND CLAIMS PROCESS



PLAN AND DISCLOSURE STATEMENT/SOLICITATION

- Instructional guideline and forms to debtor and professionals re: schedules and SOFAs to streamline the compilation process.
- Create, update and circulate schedule and SOFA preparation checklists
- Assist with compilation of original and amended schedules and SOFAs
- Create Virtual Data Room for multiple cases/multiple version management
- Delivery of court ready versions of schedules/SOFAs
- Intake of existing schedules and SOFA's into Omni database for future reporting and claim reconciliation

- Review and comment on motion to set bar date
- · Custom individualized claim forms
- \cdot $\;$ Serve bar date notice on all interested parties
- Communication with, and related processing of information to, DTCC, Broadridge, et al., re: service of Bar Date to securities holders
- · Publication of bar date notice
- · Process all claims filed
- · Match claims to schedules
- Perform general claim reconciliation including identification of late, duplicate, amended, incorrect case, reclassification and others potential objections.
- Integrate with case professionals to assist with claim reconciliation
- Custom claim objection exhibits and service lists
- Daily tracking, processing and reporting of claim reconciliation status
- · Manage claims process through distribution

Review and comment on DS, notice and voting procedures

Plan class analysis

Separate website section for plan documents

 $800\ communication\ solution\ as\ required\ for\ complex\ plans$

Publication of DS and Plan notices

Individualized ballots for solicitation

Customized master and beneficial holder ballots

Online eBalloting solutions for solicitation

 ${\bf Custom\ noticing\ and\ communication\ programs}$

Perform solicitation production using CD's and Flash Drives

Communication with, and related processing of information to DTCC, Broadridge, et al., re solicitation of securities holders

Case Administration Services







DISTRIBUTIONS

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CASE CLOSING

- · Tabulate and verify ballots
- Communication with, and receipt of balloting information From DTCC, Broadridge, et al., re: votes of securities holders
- Circulate daily ballot dashboard and reports
- Post daily ballot reports on website
- Contact ballot parties with invalid ballots
- Deliver final declaration certifying ballot tabulation
- Prepare for testimony and attend hearing re: plan confirmation (live or telephonic)

- Distribution pro forma reports with final case data for distribution
- · Open bank accounts
- Set up positive pay and other reconciliation tools
- · Order check stock
- Process any check language or letter documents to be included with distributions
- . Mail or wire distributions to interested parties
- Communication with, and related processing of information to, DTCC, Broadridge, et al., re: distributions to securities holders including, where applicable, process rights offerings, stock transfers and warrant distributions
- Provide daily, weekly and/or monthly bank reconciliations
- Review, research and resend any returned checks
- Provide final report and send remaining funds to designated party
- · Close bank accounts

- Contact clerk of court re: case closing procedures
- Organize all materials to be returned to the clerk's office
- Prepare final claims docket, matrix, and other required materials
- Return all required materials to the clerk as requested
- Contact client regarding destruction of remaining files
- · Shred all approved files for destruction
- Store remaining materials as required by law (seven years)
- · Close case

State of the Art Technology





- o Realtime automated reports
- o Daily docket subscription service
- 250-point data standardization
- Scanning, electronic document conversion, $\quad_{\odot}\quad$ Custom database solutions and eManagement solution
- o Easy integration with estate professionals
- o Live claim and ballot dashboards
- **POWERFUL SOFTWARE**
- o Flexible integration with estate professionals
- o Proprietary schedules software
- Proprietary virtual data rooms
- o Preference action system
- $\circ \quad \hbox{Claim reconciliation application}$
- ✓ Top Level Data Security
- ✓ Global PII Compliance
- ✓ Secure Environment

- ✓ Custom Database Solutions
- ✓ Mass Tort Claims Management Portals
- ✓ Comprehensive Communications Solutions



WEBSITES

- o Public and private information websites
- Website for debtors, committees, trustees, receivers and more
- Easy access to case documents/dockets. claim forms and contact info
- o Online submission and registration capability
- Completely dynamic and customizable platform
- o Mobile friendly access



- Integrated domestic communications hub
- o Live operator, IVR + voicemail systems
- Online call log system
- o 24/7 access and availability
- o Foreign language capability
- Custom 800 call center programming
- o Integrate with company communications strategy

Representative Debtor Engagements





































KNOTEL

















john varvatos













2023 Rate Sheet



Analyst \$45-\$75

Analysts perform tasks such as incoming and outgoing mail processing (including returned mail), creditor correspondence, document and file organization, daily docket updates.

Consultant \$75-\$195

Consultants perform and manage various day-to-day activities to meet the specific needs of each client's case. These services include data collection, preparation of the creditor matrix, compilation of the noticing database, preparation of Schedules and SOFA's, processing and review of claims and ballots, maintenance of the official claims register and the processing of claim transfers, managing and maintaining the case website, and document management. In addition, Consultants perform quality assurance checks on all services, oversee noticing and fulfillment, assist with creditor communications, and produce multiple reports on claims, ballots, and other requested data. Omni's consultant's each average over five years industry-related experience.

Senior Consultants \$200 - \$240

Senior Consultants are the main points of contact for Omni's clients, their counsel, and other related professionals. Senior Consultants oversee all aspects of case administration, providing industry expertise and strategic administrative support on complex issues. Their responsibilities also include the internal management of Omni's case professionals. Omni's senior consultant's each average over ten years industry-related experience and many are former restructuring or financial industry professionals. If necessary, Omni's executive team will provide additional support in the senior consultant role at the rate range set forth above.

Solicitation and Securities Consultant \$200 - \$225

Solicitation and Securities Consultants assist with the review, tabulation, and auditing of ballots, as well as executing plan solicitations and public securities-related services. In addition, Solicitation and Securities Consultants are available to prepare custom voting and tabulation reports, as well as reports relating to other corporate securities events including exchange offers and rights subscriptions. The Solicitation and Securities Consultant will also interface with the banks, brokers, nominees, depositories, securities holders and their agents regarding solicitation and corporate events. Solicitation and Securities consultants average over five years of related experience.

Director of Solicitation and Securities \$250

The Director of Solicitation and Securities is the lead consultant in the plan solicitation process and any corporate action-related events. The Director oversees and coordinates all aspects of plan voting and solicitation, including tabulation verification, and, if and when necessary, will attest to the solicitation process and results. The Director also oversees and advises on public securities notices and related actions including voting, exchange offers, treatment elections, rights subscriptions, distributions, and notices, and will coordinate with the banks, brokers, nominees, depositories, securities holders and their agents to ensure smooth and successful execution of the related processes. Omni's Director of Solicitation and Securities is a former Wall Street executive with over 15 years of relevant securities and finance experience.

Technology Consultant \$85 - \$155

Omni's Technology Consultants provide technical and database support with respect to the onboarding and processing of complex data. Our Consultants also deliver ongoing and customized reporting requirements, assist with variable data mailings and exhibit preparation, and provide custom solutions to meet individual case requirements. Omni's Technology Consultants each average at least 15 years-experience in the information technology and development industry.

2023 Rate Sheet



Analyst	\$40.00 - \$75.00 per hour
Consultants	\$75.00 - \$195.00 per hour
Senior Consultants	\$200.00 - \$240.00 per hour
Solicitation and Securities Consultant	\$200-225.00 per hour
Director of Solictation and Securities	\$250.00 per hour
Technology/Programming	\$85.00 - \$155.00 per hour
Printing and Noticing Services	RATE / COST
Сору	\$.10 per image
Document folding and insertion	No charge
Labels/Envelope printing	\$.035 each
E-mail noticing	Under 10,000 records - No charge
Bulk (10K+) or Certified E-mail noticing	TBD per volume
Facsímile Noticing	\$.10 per image
Postage	At cost (Advance payment required for postage charges over \$10,000)
Envelones	Varies by size

Claims Management	RATE / COST
Inputting proofs of claim	Hourly rates (No per claim charges)
Scanning	\$.10 per image
Remote Internet access for claims management	
Setup	No charge
Access	No charge
Electronic Services, Storage & Security	RATE / COST
Data Storage, Maintenance and Security	Under 10,000 records - No charge Over 10,000 records10 per Record
Per image storage	No charge
Automated Data Processing & Notifications	.10 per process
Call Centers / Dedicated Line	RATE / COST
Creation, configuration and initial setup	No charge
Hosting fee	\$20.00 per Month
Usage	\$.0825 per Minute
Call center personnel	Standard Hourly Rates
Newspaper and Legal Notice Publishing	RATE / COST
Coordinate and publish legal notice	Quote prior to publishing

2023 Rate Sheet



Informational Website	RATE / COST
Creation, Configuration and Initial Setup	No charge
Data Entry / Information Updates	Standard hourly rates apply
Programming and Customization	\$85 - \$155 per hour
Debtor Website Hosting	No charge
Committee Website Hosting	No charge
Shareholder Website Hosting	No charge
Scanning	\$0.10 per image
Case Docket / Claims Register	No charge
Virtual Data Rooms	Quote upon request
Virtual Data Rooms	Quote upon request
Virtual Data Rooms Solicitation and Tabulation	Quote upon request RATE / COST
Solicitation and Tabulation	RATE / COST
Solicitation and Tabulation Plan and disclosure statement mailings	RATE / COST Quoted prior to printing
Solicitation and Tabulation Plan and disclosure statement mailings	RATE / COST Quoted prior to printing Standard hourly rates apply
Solicitation and Tabulation Plan and disclosure statement mailings Ballot tabulation	RATE / COST Quoted prior to printing
Solicitation and Tabulation Plan and disclosure statement mailings Ballot tabulation Public Debt and Equities Securities	RATE / COST Quoted prior to printing Standard hourly rates apply
Solicitation and Tabulation Plan and disclosure statement mailings Ballot tabulation Public Debt and Equities Securities and/Rights Offerings Services	RATE / COST Quoted prior to printing Standard hourly rates apply RATE / COST
Solicitation and Tabulation Plan and disclosure statement mailings Ballot tabulation Public Debt and Equities Securities and/Rights Offerings Services Noticing Services	RATE / COST Quoted prior to printing Standard hourly rates apply RATE / COST Standard hourly rates apply

Schedules / SoFA	RATE / COST
Preparation and updating of schedules and SoFAs	\$65.00 - \$240.00 per hour
UST Reporting Compliance	RATE / COST
Assist debtors to satisfy jurisdicational requirements, preparation of monthly operating and post-confirmation reports	Standard hourly rates apply
Liquidating / Disbursing Agent	RATE / COST
Comply with Plan requirements, preparation of disbursement reports, payout calculations, check generation, bank reconciliations	Standard hourly rates apply
Real-Time Reports	RATE / COST
Claims dashboard	No charge
Claim reports	No charge
Solicitation dashboard	No charge
Tabulation dashboard	No charge
Solicitation reports	No charge
Miscellaneous	RATE / COST
Telephone charges	At cost
Delivery	At cost
Archival DVD/CD-Rom	\$40.00 per copy

PROOF OF SERVICE OF DOCUMENT

I am over the age of 18 and not a party to this bankruptcy case or adversary proceeding. My business address is: 870 Roosevelt, Irvine, CA 92620.

A true and correct copy of the foregoing document entitled: APPLICATION BY CHAPTER 11 TRUSTEE TO EMPLOY OMNI AGENT SOLUTIONS AS CLAIMS AND NOTICING AGENT; MEMORANDUM OF POINTS AND AUTHORITIES; DECLARATIONS OF BRIAN OSBORNE AND RICHARD A. MARSHACK IN SUPPORT will be served or was served (a) on the judge in chambers in the form and manner required by LBR 5005-2(d); and (b) in the manner stated below:

l declare under penalty of	perjury under the laws of the United	☐ Service information continued on attached page
		☐ Service information continued on attached page
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in this bankruptcy case or United States mail, first cla	adversary proceeding by placing a	ollowing persons and/or entities at the last known addresses true and correct copy thereof in a sealed envelope in the ed as follows. Listing the judge here constitutes a declaration ours after the document is filed.
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		ankruptcy case or adversary proceeding and determined that receive NEF transmission at the email addresses stated
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Orders and LBR, the foreg	joing document will be served by th	ETRONIC FILING (NEF): Pursuant to controlling General e court via NEF and hyperlink to the document. On

1. TO BE SERVED BY THE COURT VIA NOTICE OF ELECTRONIC FILING (NEF): CONTINUED:

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Case 8:23-bk-10571-SC Doc 726 Filed 11/27/23 Entered 11/27/23 16:46:43 Desc Main Document Page 37 of 37

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- Johnny White JWhite@wrslawyers.com, jlee@wrslawyers.com

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